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May 15, 2019

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive  
Columbia, South Carolina 29211

RE: Friends of the Earth and Sierra Club, Complainant/Petitioner v.  
South Carolina Electric & Gas Company, Defendant/Respondent  
Docket No. 2017-207-E

Request of the Office of Regulatory Staff for Rate Relief to South  
Carolina Electric & Gas Company's Rates Pursuant to S.C. Code  
Ann. § 58-27-920  
Docket No. 2017-305-E

Joint Application and Petition of South Carolina Electric & Gas  
Company and Dominion Energy, Incorporated for Review and  
Approval of a Proposed Business Combination between SCANA  
Corporation and Dominion Energy, Incorporated, as May Be  
Required, and for a Prudency Determination Regarding the  
Abandonment of the V.C. Summer Units 2 & 3 Project and  
Associated Customer Benefits and Cost Recovery Plans  
Docket No. 2017-370-E

Dear Ms. Boyd:

By Order No. 2018-804, dated December 21, 2018, the Public Service Commission of South Carolina ("Commission") ordered Dominion Energy South Carolina, Inc. ("DESC" or "Company") to provide certain service quality reports on a quarterly basis with the initial report to be made no less than six (6) months after the close of the transaction, which occurred on January 1, 2019. More specifically, for electric operations, the Commission ordered DESC to provide quarterly SAIDI and SAIFI reporting provided by the Company's affiliate in North Carolina and quarterly Call Center Performance Metrics reporting provided by the Company's affiliate in North Carolina. For gas operations, the Commission ordered DESC to file a quarterly

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service quality report with the same service quality metrics provided by the Company's affiliate in Utah. In compliance with Order No. 2018-804, enclosed herewith is the initial quarterly service quality report for DESC's electric and gas operations.

As explained below, DESC has made certain modifications to the form of service quality report forms submitted by the Company's affiliates in North Carolina and Utah.

First, DESC is a combination electric and gas utility. The service quality report form submitted in North Carolina by DESC's affiliate, an electric only utility, contains six (6) measurements of electric service quality; and the service quality report form submitted in Utah by DESC's affiliate, a gas only utility, contains forty-five (45) measurements of gas service quality. **If DESC were to use the North Carolina service quality report form for its electric business only and the Utah service quality report form for its gas business only, DESC would not be able to effectively measure the service or brand impressions of its combination utility as the gas service quality would be overemphasized to the exclusion of electric service quality. As such, DESC is providing a consolidated quarterly service quality report which measures both electric and gas service and performance and which provides contact center phone statistics, billing data, and overall impressions using combination (electric and gas) data.**

Second, matching exact measurements on the forms used in North Carolina and Utah would require changes to DESC existing systems and processes, resulting in additional costs. And, use of methods and questions not measured by DESC prior to the merger closing would provide no historical data/baseline for comparison to future service levels. Therefore, in its service quality report form, DESC has used existing comparable metrics, customer surveys, methods, and questions where possible to establish baselines and monitor performance. In its initial service quality report, DESC has identified the service quality standard used in North Carolina or Utah and provided the corresponding proposed comparable standard, along with the data source used to measure the proposed standard.<sup>1</sup>

Finally, DESC does not have an Ask-a-Tech program as its affiliate in Utah does. Therefore, the DESC service quality report does not include the questions from the Utah service quality report form related to that program.

Based on the foregoing, DESC requests that the Commission accept this form of service quality report for this initial report and for quarterly reports going forward.

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<sup>1</sup> DESC is developing a new survey to measure customer satisfaction with the automated voice response system, which has not previously been measured by DESC.

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By copy of this letter, DESC is providing the other parties of record with a copy of the quarterly service quality reporting.

**If you have any questions, please do not hesitate to contact us.**

Very truly yours,



**Matthew W. Gissendanner**

**MWG/kms**  
**Enclosures**

cc: All parties of record in Docket No. 2017-207-E  
All parties of record in Docket No. 2017-305-E  
All parties of record in Docket No. 2017-370-E  
(all via electronic mail only w/enclosures)

# Service Quality Standards Monitoring and Reporting

## Overall Impressions

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards                                     | Proposed Dominion Energy South Carolina   | 2018 Year-End | Data Source       | Q1 2019 |
|---------|--|---|---------------|-------------------|---------|
| RAB 11  | How satisfied are you with the product and services you receive?       | Once you consider the safety, reliability, cost, billing and payment processes, and customer service, how would you rate your overall satisfaction with Dominion Energy South Carolina operational performance? | 6.93          | Market Strategies | 7.07    |
| RAB 11  | Delivers natural gas to my home/good value for price paid.             | Offers reasonable rates for the services it provides.   | 5.36          | Market Strategies | 5.63    |
| RAB 11  | Keeps me informed when/why natural gas rates change before it happens. | Communicates information that matters to me.  | 6.32          | Market Strategies | 6.51    |
| RAB 11  | Consistently delivers natural gas to my home without disruption.       | Avoids lengthy service interruptions or outages.  | 7.14          | Market Strategies | 7.21    |
| RAB 11  | Is honest and open in its dealings.                                    | Is ethical in its dealings with customers.  | 5.77          | Market Strategies | 5.77    |
| RAB 11  | Safely delivers natural gas to my home.                                | Is dedicated to the safety of its employees and the community.  | 6.78          | Market Strategies | 6.71    |
| RAB 11  | Demonstrates care and concern for people like me.                      | Cares about my local community.   | 5.73          | Market Strategies | 5.90    |

### Footnotes:

1. Measures indicate best correlation of existing Market Strategies (MS) survey questions, for which company has historic data, to measures referenced in ORS Exhibit RAB-11 for overall impressions.
2. Measures reflect the sentiments of all Dominion Energy South Carolina customers, without respect to fuel type.
3. Scoring based on 0-10 scale, 10 being the most positive.



## Customer Care

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards   | Proposed Dominion Energy South Carolina  | 2018 Year-End | Data Source                            | Q1 2019 |
|---------|--|--|---------------|--|---------|
| RAB 11  | Percentage of calls answered within 60 seconds after customer chooses menu option. | Percentage of calls answered within 60 seconds after customer chooses menu option. | 77.13%        | Automated Call Distribution System     | 91.35%  |
| RAB 11  | Percentage of emergency calls answered within 60 seconds by agent.                 | Percentage of emergency calls answered within 60 seconds by agent.                 | 97.11%        | Automated Call Distribution System     | 97.80%  |
| RAB 12  | Average Speed of Answer (live voice- and technology-handled calls).                | Average Speed of Answer (live voice- and technology-handled calls).                | 35.39         | Automated Call Distribution System/IVR | 13.83   |
| RAB 11  | My call was answered quickly.  |  |               |  |         |
| RAB 11  | Average wait for customer after menu selection.                                    |  |               |  |         |
| RAB 12  | Answer Rate (live voice-handled calls).  | Answer Rate (live voice-handled calls).  | 90.70%        | Automated Call Distribution System     | 96.95%  |
| RAB 11  | Callers that hang up after menu choice is made.                                    |  |               |  |         |
| RAB 11  | Amount of time talking with customer and completing request.                       | Amount of time talking with customer and completing request.                       | 4:59          | Automated Call Distribution System     | 5:03    |

## Customer Care Continued

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards   | Proposed Dominion Energy South Carolina   | 2018 Year-End | Data Source                        | Q1 2019 |
|---------|--|---|---------------|------------------------------------|---------|
| RAB 12  | Automated voice system % rating satisfaction '8, 9, or 10' on 1-10 scale.                                    | How satisfied were you with the automated system?   | New Measure   | To be determined                   |         |
| RAB 11  | The automated menu was easy to use.  |   |               |                                    |         |
| RAB 12  | Customer service representative % rating satisfaction '8, 9, or 10' on 1-10 scale.                           | How satisfied were you with the overall service provided by the representative with whom you last spoke?        | 8.62          | Customer Feedback-Post Call Survey | 8.58    |
| RAB 11  | The phone staff was courteous.   | How satisfied were you with the level of courtesy from this representative?                                     | 8.70          | Customer Feedback-Post Call Survey | 8.68    |
| RAB 11  | How satisfied are you with the actions taken by Questar Gas (Dominion Energy Utah) in response to your call. | How satisfied were you with the representative taking responsibility for addressing your question or concern?   | 8.65          | Customer Feedback-Post Call Survey | 8.63    |
| RAB 11  | The phone staff was knowledgeable.   | How satisfied were you with the representative's knowledge to present options or solutions for you to consider? | 8.57          | Customer Feedback-Post Call Survey | 8.52    |
| RAB 11  | The person I spoke with was able to resolve my issue.  | Has the issue now been resolved?<br>(Y/N)   | 89.34%        | Customer Feedback-Post Call Survey | 86.97%  |

**Footnote:**

- Customer Care measures indicate best correlation of existing Customer Feedback-Post Call Survey, for which the company has historic data, to the measures in ORS Exhibit RAB-11 and RAB-12. Numeric (non-percentage) scores from Customer Feedback-Post Call Survey. Scoring based on 1-9 scale, 9 being most positive.

## Customer Affairs

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards                                      | Proposed Dominion Energy South Carolina   | 2018 Year-End | Data Source     | Q1 2019 |
|---------|---|---|---------------|-----------------|---------|
| RAB 11  | Respond to customer regarding any PSC complaint within 5 business days. | Respond to PSC complaint by response request date or within 5 business days if no date is specified in the request. | 100%          | Internal Report | 100%    |

**Footnote:**

1. Commission provides complaint to legal/regulatory team, and company responds by date requested or within 5 business days if no date is specified in the request.



## Billing

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards   | Proposed Dominion Energy South Carolina                                    | 2018 Year-End                   | Data Source     | Q1 2019                         |
|---------|--|--|---------------------------------|-----------------|---------------------------------|
| RAB 11  | Read each meter monthly.   | Read each meter monthly.   | 99.9%                           | Internal Report | 99.9%                           |
| RAB 11  | Percent of adjustments.  | Percentage of corrected bills.<br>(#corrected bills/number bills rendered) | 0.03%                           | Internal Report | 0.02%                           |
| RAB 11  | Send corrected statement to customer within 5 business days.                                 | Send corrected statement to customer within 5 business days                | Not tracked in 2018             | Internal Report | 100%                            |
| RAB 11  | Percentage of billing inquiries requiring investigation responded to within 7 business days. | *Percentage of adjustment requests completed within 5 business days        | 99.6%                           | Internal Report | 99.9%                           |
| RAB 11  | Response time to investigate meter problems and notify customer within 15 business days.     | N/A  | Included in Adjustment Requests | Internal Report | Included in Adjustment Requests |

### Footnotes

1. Per Dominion Energy Utah, percent of adjustments= percent of corrected bills
2. Corrected bills- bills that have been sent to the customer, corrected, and then resent to the customer as a "Corrected Bill". Examples: misreads, stopped meters, crossed meters, estimated bills, etc. When time does not allow correction in same billing month, the correction is completed during the next billing month with correction noted on the bill. (Same process as Dominion Energy Utah)
3. Per Dominion Energy Utah, billing inquiries are equal to Dominion Energy South Carolina's adjustment requests from other departments (Contact Center, Quality Assurance, field personnel, Revenue Protection, etc.). Example; are debits for unauthorized use, adjustments to budget billing, crediting lighting charges, crossed meters, stopped meters, etc. Investigations of meter problems from Dominion Energy Utah specifically refer to crossed meters and are included in Dominion Energy South Carolina's adjustment requests.
4. Dominion Energy Utah tracks time from receipt of request in billing until completed. This matches Dominion Energy South Carolina's process.
5. \*Excludes the 4,900 Industrial secured rate accounts. Email communications with Account Manager, Large Customer Billing and Field/Meter technicians are used in lieu of work tasks within CIS. Dominion Energy South Carolina had 22 corrected bills for secured rate accounts in 2018.

## Gas Operations – Service Calls

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards                                       | Proposed Dominion Energy South Carolina  | 2018 Year-End | Data Source                    | Q1 2019 |
|---------|--|--|---------------|--------------------------------|---------|
| RAB 11  | The service technician was courteous.                                    | How satisfied were you with the Service Rep showing respect for your home and property?                        | 4.74          | Field Svcs Satisfaction Survey | 4.75    |
| RAB 11  | The service technician was knowledgeable.                                | How satisfied were you with the Service Rep being knowledgeable?   | 4.70          | Field Svcs Satisfaction Survey | 4.73    |
| RAB 11  | The service technician was able to help me quickly.                      | How satisfied were you with the Service Rep being respectful of your time?                                     | 4.64          | Field Svcs Satisfaction Survey | 4.67    |
| RAB 11  | The service technician was able to help me resolve my issue.             | How satisfied were you with the Service Rep getting the job done right?  | 4.71          | Field Svcs Satisfaction Survey | 4.68    |
| RAB 11  | How satisfied are you with the service technician's overall performance. | How would you rate the overall service you received from the Dominion Energy South Carolina Field Service Rep? | 4.66          | Field Svcs Satisfaction Survey | 4.68    |

**Footnotes:**

1. Maintaining best alignment with ORS Exhibit RAB-11, gas operations measures are provided for gas service interactions only. Numeric (non-percentage) scores from Field Services Satisfaction Survey. Scoring based on 1-5 scale, 5 being the most positive.

## Gas Operations – Service Calls - Continued

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards  | Proposed Dominion Energy South Carolina  | 2018 Year-End | Data Source   | Q1 2019 |
|---------|---|--|---------------|---------------|---------|
| RAB 11  | Emergency calls - company representative is onsite within 1 hour of call.   | Emergency calls - company representative is onsite within 1 hour of call.  | 90.7%         | Internal Data | 87.5%   |
| RAB 11  | Remove meter seal within 1 business day requested by customer for activation.   | Unblock meter same or next business day.   | 90.5%         | Internal Data | 96.8%   |
| RAB 11  | Activate or reactivate customers' gas service within 3 business days.   | New set orders worked within 1 business day of release received.   | 90.2%         | Internal Data | 90.4%   |
|         |   | Set old location orders worked within 1 business day. (or if a release is needed - once release received)  | 86.6%         | Internal Data | 98.6%   |
| RAB 11  | Keeping customer appointments   | Keeping customer appointments.   | 91.9%         | Internal Data | 91.9%   |
| RAB 11  | Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions) | Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions). | 100%          | Internal Data | 100%    |

**Footnotes:**

1. Maintaining best alignment with ORS Exhibit RAB-11, gas operations measures are provided for gas service interactions only.
2. Unblock meter, new set and set old location order percentages for 2018 year-end include turn down orders due to safety issues (gas leaks, abnormal operating conditions, etc.). 2019 data does not include turn down orders for Unblock and Set Old.

## Gas Operations – Customer Safety

| Exhibit | UT (RAB-11)/ NC (RAB-12) Standards                              | Proposed Dominion Energy South Carolina                             | 2018<br>Year-End | Data Source   | 2019<br>Year-End |
|---------|---|---|------------------|---------------|------------------|
| RAB 11  | Line breaks caused by third parties.                            | Line breaks caused by excavation damages. (All parties)             | 1,254            | Internal Data |                  |
| RAB 11  | Number of gas leaks per 100 miles of main.                      | Number of gas leaks per 100 miles of distribution gas main.         | 5.62             | DOT Reports   |                  |
| RAB 11  | Number of gas leaks per 100 miles of service.                   | Number of gas leaks per 100 miles of distribution gas service line. | 56.91            | DOT Reports   |                  |
| RAB 11  | Number of gas leaks per 100 miles of transmission.              | Number of gas leaks per 100 miles of transmission gas main.         | 0                | DOT Reports   |                  |
| RAB 11  | Number of third party tear outs per number of Blue Stake calls. | Number of damages per one thousand SC811 locate tickets.            | 3.55             | Internal Data |                  |

**Footnotes:**

1. Maintaining best alignment with ORS Exhibit RAB-11, gas operations measures are provided for gas service interactions only.
2. Data source is produced on an annual basis.



## SAIDI-SAIFI (RAB-12)

| SAIDI | Period                           | Excluding Major Storms | Including Major Storms |
|-------|----------------------------------|------------------------|------------------------|
|       | Year End 2013                    | 91                     | 96                     |
|       | Year End 2014                    | 97                     | 908                    |
|       | Year End 2015                    | 97                     | 155                    |
|       | Year End 2016                    | 91                     | 1390                   |
|       | Year End 2017                    | 82                     | 330                    |
|       | 5 Year Average Annual SAIDI      | 92                     | 576                    |
|       |                                  |                        |                        |
|       | 1Q18                             | 17                     | 17                     |
|       | 2Q18                             | 28                     | 56                     |
|       | 3Q18                             | 34                     | 34                     |
|       | 4Q18                             | 17                     | 59                     |
|       | Total for last 12 Months/4 Qtrs. | 96                     | 166                    |
|       |                                  |                        |                        |

| SAIFI | Period                           | Excluding Major Storms | Including Major Storms |
|-------|----------------------------------|------------------------|------------------------|
|       | Year End 2013                    | 1.19                   | 1.22                   |
|       | Year End 2014                    | 1.44                   | 2.45                   |
|       | Year End 2015                    | 1.34                   | 1.62                   |
|       | Year End 2016                    | 1.27                   | 2.75                   |
|       | Year End 2017                    | 1.14                   | 1.85                   |
|       | 5 Year Average Annual SAIFI      | 1.28                   | 1.98                   |
|       |                                  |                        |                        |
|       | 1Q18                             | .31                    | .31                    |
|       | 2Q18                             | .37                    | .54                    |
|       | 3Q18                             | .46                    | .46                    |
|       | 4Q18                             | .23                    | .49                    |
|       | Total for last 12 Months/4 Qtrs. | 1.37                   | 1.80                   |
|       |                                  |                        |                        |